

## Appendix C to DIR Contract No. DIR-SDD-2102

### Pricing Index

NOTE: Services pricing and/or desktop/laptop pricing may change from what is listed in this Appendix C based on customer requirements and/or changes to desktop and laptop new technology configurations, we will provide equivalent technologies or upgraded technologies from as set forth below.

<i>Pricing Terms &amp; Conditions: All plans requires a 3 year rental agreement, includes 3 years of depot warranty service (unless noted otherwise below), Includes image load (provided by customer), asset tracking, end of life unwind/disposal. Excluded is software licensing.</i>		
<b>Desktop Specifications</b>		
<b>Components</b>	<b>All in One Desktop</b>	<b>Ultra Small Desktop</b>
Brand - Chassis Style	HP Compaq Elite 8300 All in One Desktop	Lenovo M72e tiny
Chip (brand)	Intel®	Intel®
Processor/Clock Speed	Intel® Core™ i5-3470 (3.20 GHz, 6 MB cache, 4 cores)	Intel® Core™ i3-2120T with Intel HD Graphics
Memory	4 GB 1600 MHz DDR3 SDRAM	4 GB 1600 MHz DDR3 SDRAM
Hard Drive	500 GB 7200 rpm SATA II	500 GB
Operating System	Windows® 7 Professional 64	Windows® 7/8 Professional 64
Network – wireless	10/100/1000 NW Interface; Intel 802.11 a/b/g/n wireless	10/100/1000 NW Interface; Intel 802.11 a/b/g/n wireless
Video/Graphics	Integrated Intel HD Graphics	Integrated Intel HD Graphics
Endpoint Protection	Symantec Endpoint Protection subscription	Symantec Endpoint Protection subscription
Asset management	Asset and patch management	Asset and patch management
Warranty	3 year warranty, three years parts and labor.	3 year warranty, three years parts and labor.
Imaging	Agency image loaded when provided	Agency image loaded when provided
Monitor	23" diagonal Full-HD display – Portrait/Landscape orientation	23" diagonal Full-HD display – Portrait/Landscape orientation
Return -End of Usage	Includes end-of-life asset data erasure	Includes end-of-life asset data erasure

<b>Terms</b>		
Term of Agreement	Minimum 3 years	Minimum 3 years
Payment Terms	Monthly	Monthly
Quantity Needed	1 or more	3 or more
<b>Shipping and Handling</b>		
Delivery of New Equipment (include any minimum operating standards upon return)	Standard shipping rates apply	Standard shipping rates apply
Return Boxing Materials and Shipping	Standard shipping rates apply	Standard shipping rates apply
<b>Pricing</b>		
Monthly Rental inclusive of services	\$46.55 Month	\$33.85 Month
Total Payment over 36 months	\$1,675.80	\$1,218.60
Payment Term	36 Months	36 Months
		If no monitor subtract \$7/mo.

<b>Notebook Specifications</b>		
<b>Components</b>	<b>Standard Notebook</b>	<b>Ultra-Portable Notebook Slim</b>
Brand	Lenovo ThinkPad T430U	HP ENVY Pro Ultrabook
LCD Resolution	14" diagonal LED-Anti-glare (1366 x 768)	14" diagonal LED-backlit HD BrightView (1366 x 768)
Memory	4 GB 1600 MHz DDR3 SDRAM	4 GB 1600 MHz DDR3 SDRAM
Processor	Intel® Core™ i5-3317U (1.70 GHz, 3 MB L3 cache, 2 cores)	Intel® Core™ i5-3317U (1.70 GHz, 3 MB L3 cache, 2 cores)
Hard Drive	500 GB 7200 rpm SATA II	320 GB 7200 rpm SATA II
Operating System	Windows® 7 Professional 64	Genuine Windows® 7 Professional 64
Weight/Battery Life	Just over 4lbs, up to 7 hour battery life	Less than 4lbs, up to 8 hour battery life
Warranty	3 year standard parts and labor warranty	3 year standard parts and labor warranty
Endpoint Protection	Symantec Endpoint Protection subscription	Symantec Endpoint Protection subscription
Asset management	Asset and patch management	Asset and patch management

Warranty	3 year warranty, three years parts and labor.	3 year warranty, three years parts and labor.
Imaging	Agency image loaded when provided	Agency image loaded when provided
Return -End of Usage	Includes end-of-life asset data erasure	Includes end-of-life asset data erasure
	<b>Assumptions</b>	
Term of Agreement	Minimum 3 years	Minimum 3 years
Payment Terms	Monthly	Monthly
Quantity Needed	1 or more	1 or more
	<b>Pricing</b>	
Monthly Rental inclusive of services	\$39.87 Month	\$43.70 Month
Total Payment over 36 months	\$1,435.32	\$1,573.20
Payment Term	36 Months	36 Months

Notebook Specifications		
Components	Ruggedized Mobile Notebook	
Brand	Panasonic Toughbook SX2	
LCD size	12.1" diagonal LED-backlit HD+	
Memory	4 GB 1600 MHz DDR3 SDRAM	
Processor	Intel Core i5 3320 vPro Proc. (2.6 GHz, Intel Smart Cache 3 MB)	
Hard Drive	320 GB 5400 rpm SATA II (shock mounted, flex connected and removable)	
Optical Drive	DVD SUPER multi-drive	
Operating System	Windows® 7 Professional 64	
Warranty	3 year standard parts and labor warranty	
Endpoint Protection	Symantec Endpoint Protection subscription	
Asset management	Asset and patch management	
Warranty	3 year warranty, three years parts	

	and labor.	
Imaging	Agency image loaded when provided	
Return -End of Usage	Includes end-of-life asset data erasure	
	<b>Assumptions</b>	
Term of Agreement	Minimum 3 years	
Payment Terms	Monthly	
Quantity Needed	1 or more	
	<b>Shipping and Handling</b>	
Delivery of New Equipment (include any minimum operating standards upon return)	Standard shipping rates apply	
Return Boxing Materials and Shipping	Included	
	<b>Pricing</b>	
Monthly Rental inclusive of services	\$97.85 Month	
Total Payment over 36 months	\$3,522.60	
Payment Term	36 Months	

Help Desk Services		
24x7X365 North American Staffed Help Desk	<ul style="list-style-type: none"> <li>- Unlimited phone support included desktop agent for remote assist –</li> <li>- Provides desktop hardware, connectivity &amp; software issue resolution</li> <li>- 30 second or less response</li> <li>- Provided 24 hours per day 7 days per week - 365 days per year</li> </ul> <p>Help Desk includes support to user questions and resolve issues that can include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Operation of office productivity and multimedia applications from vendors such as Microsoft, Apple and Adobe.</li> <li>• Assistance with the operation and configuration for all workstation-class operating systems, encompassing all user-originated activity and requirements, such as installation and removal of applications, enabling user-specific settings, peripheral management, and resolving system or application error messages received.</li> <li>• Help with basic networking configuration of user-specific devices such as workstations, phones, laptops and tablets. Internet connectivity using DSL, cable, or wireless modems, routers, and transceivers which</li> </ul>	<p>\$18.00 Per Month per User</p>

	<p>are not business- or enterprise- class devices. This includes registering computers on networks, configuring availability of or access to shared network resources including file systems, printers, scanners, fax servers, mail servers, and Blackberry servers.</p> <ul style="list-style-type: none"> <li>• Supporting all line-of-business and productivity applications by ensuring vendor-recommended software updates have been installed and that the integrity of the installation its configuration allows for expected performance levels. This includes complete removal and secondary installation, as required, where licenses and installation sources are available. Where data loss is a potential outcome, LPI will advise users of this possibility and assist in preventative efforts including using backup applications or migrating data directories, but will not be held responsible for data loss occurring during user-approved activity.</li> <li>• Verification and optimization of performance of user-level devices.</li> <li>• Removal of all types of malware including viruses, trojans, spyware, browser hijackers and botnets. These tasks will be performed using tools native to Managed Workplace RMM or other named technologies.</li> <li>• Remote diagnosis and remediation of faults with interoperation of operating system and device hardware, driver evaluation, installation and upgrades.</li> <li>• Connectivity assurance with bring-your-own-device endpoints such as cameras, storage devices, phones, and multimedia players.</li> <li>• Appropriate and safe use of Internet-enabled technologies including Web browsers, FTP clients, online storage services and news readers from all manufacturers.</li> <li>• Configuration and use of all Internet-related security applications including personal firewalls, malware scanners and blockers, proxy and privacy clients.</li> </ul>	
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	Services – Hourly, Remote, Asset Management		
Hourly / Time and Material Rates	Desktop Technician		\$ 85 per hour
Hourly / Time and Material Rates	System Engineer		\$ 140 per hour
Hourly / Time and Material Rates	Network Engineer		\$ 175 per hour
Hourly / Time and Material Rates	Software Engineer		\$ 150 per hour
PC Relocation	Per unit fee for same site relocation of PC – minimum of 50		\$14 per PC
PC Installation	Per unit fee for same-site installation, verified network connectivity – minimum of 50		\$27 per PC

Pricing Terms & Conditions: Hourly Rates above available when pre-purchased in a minimum services block of \$6,000. Service rates reflect work performed between 8:00 am and 6:00 pm, with consumption in any combination. Hours must be consumed within 6 months of purchase.

Remote Support Services		
Remote Asset Management/Tracking/Reporting	Remote self-management: PC hardware, warranty, software patching/license version control, power management, w/remote control	\$ 2.50 month/ PC
	Remote self-management: Servers, warranty, power management, software patching/licensing version control, w/remote control	\$7.50 mo./per server
	Remote self-management: Network devices – including routers, appliances, switches and networked printers	\$2.50mo./per device
24x7 Active Monitoring, Proactive Response	24x7 NOC Management: Proactive management, patch management, remote troubleshooting/remediation of PC, escalation (includes self-management features)	\$5.00 month/per PC
	24x7 NOC Management: Proactive management, patch management, remote troubleshooting/remediation of Server, escalation (includes self-management features)	\$50.00 month/per server/virt.
	24x7 NOC Management: Proactive management, remote troubleshooting, remediation of Network Device, escalation (includes self-management features)	\$40.00 mo./per network device

Standard and Ad Hoc Reporting	
Standard and ad-hoc reporting is provided with subscription to any of the remote monitoring or help desk services. Asset management can include upon request, electronic copies of the asset management data for Customer's authorized users.	Included

Unwind/End of Engagement Services		
Site Fee - Shredding	One-time site fee at commencement of shredding services engagement	\$ 1,375 / work order
Onsite Shredding	Hard Drives	\$12.50 per drive
Onsite Shredding	Tapes	\$0.70 per tape
Site Fee - Erasure	One-time site fee at commencement of shredding services engagement	\$ 1,375 / work order
Onsite Data Erasure	Hard Drive up to 146 GB	\$21.00 per drive
Onsite Data Erasure	Hard Drive up to 300 GB	\$27.75 per drive
Onsite Data Erasure	Hard Drive up to 500 GB	\$34.75 per drive
Onsite Data Erasure	Hard Drive up to 1TB	\$41.75 per drive
Onsite Data Erasure	Hard Drive up to 2TB	\$55.50 per drive
Onsite Data Erasure	Hard Drive > 2TB	\$69.00 per drive
Site Fee - Degaussing	One-time site fee at commencement of degaussing services engagement	\$ 1,100 / work order
Onsite Degaussing	Hard Drive	\$4.25 per drive
Onsite Degaussing	Tape	\$4.25 per drive

	<b>IT Asset Recycling</b>	
Depot Freight/Logistics	Freight price – per pallet up to 600 lbs. (pallet prices vary with add'l weight, number of pallets). Price does not reflect requirements for lift gate, time specific scheduled pickup, or mileage fees for sites more than 40 miles from metropolitan area.	\$ 400 per pallet
Depot Equipment Recycling 25+ Assets	Packaged, removal, transport of retired assets complete with itemized recycling, certificate of disposal, data destruction. Pickup within 15 days - Minimum 25 assets (i.e. PC, server, notebook, routers/switches, printers)	\$ 10.00 per asset

Pricing Terms & Conditions: Service to be provided Monday - Friday, 8 -5, with space and power provided by customer. Equipment recycling may produce salvage value on a case by case basis.

<b>Break/Fix Vendor Owned Equipment</b>
Any of the vendor owned equipment subscribed to in above Desktops/Notebooks monthly fees includes break fix maintenance service